



Security Certificate Issues with Internet Explorer 7 and Firefox

NOTE: Internet Explorer is the preferred browser for ELVIS supported workstations.

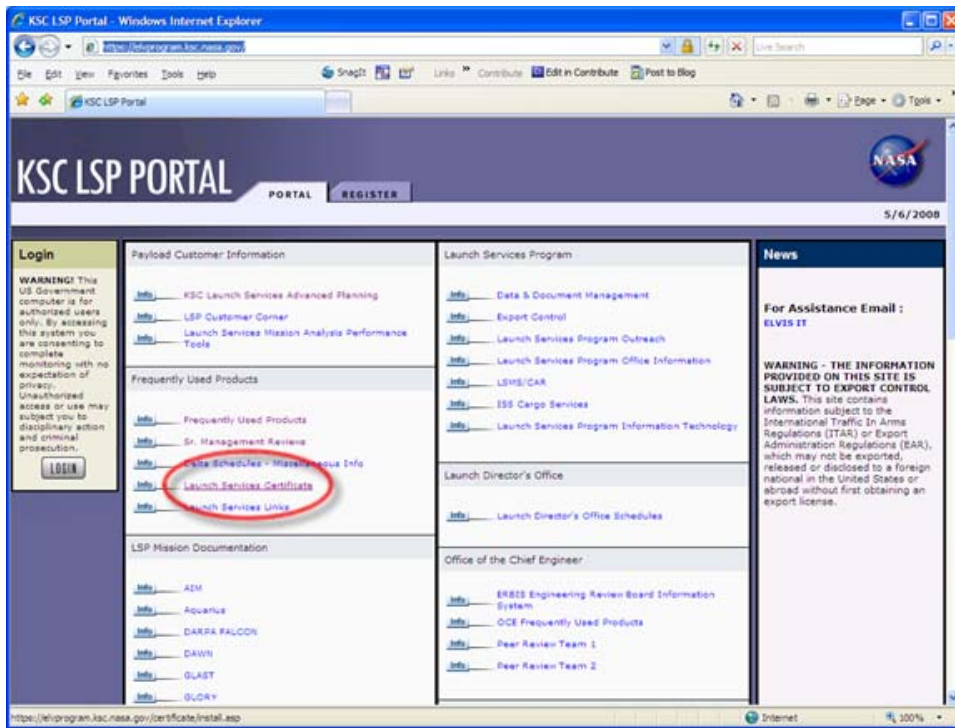
Recent changes to Microsoft Internet Explorer 7 and later versions of Firefox may cause certain secure pages and login scripts to receive Security Certificate Errors. In most cases, these errors refer to an invalid, mismatched or expired certificate. If you are receiving this error when accessing the KSC LSP Portal, please follow the instructions below to install the Launch Services Certificate.

Internet Explorer

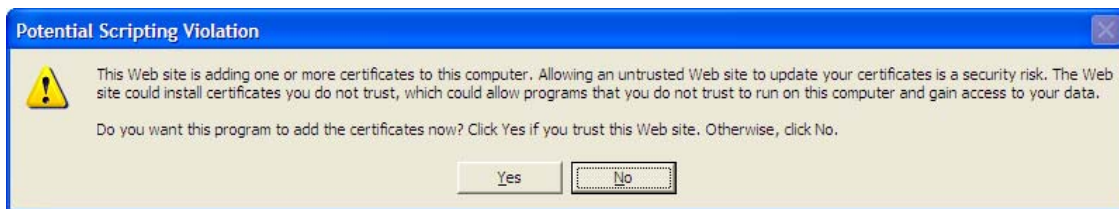
1. Access the KSC LSP Portal website at <https://elvprogram.ksc.nasa.gov/>.
2. If you receive a certificate error message, continue on to the website.

NOTE: These instructions are applicable to the error message on the KSC LSP Portal website **ONLY**. Under normal circumstances, do not ignore such certificate errors as they may be indicative of a dangerous website.

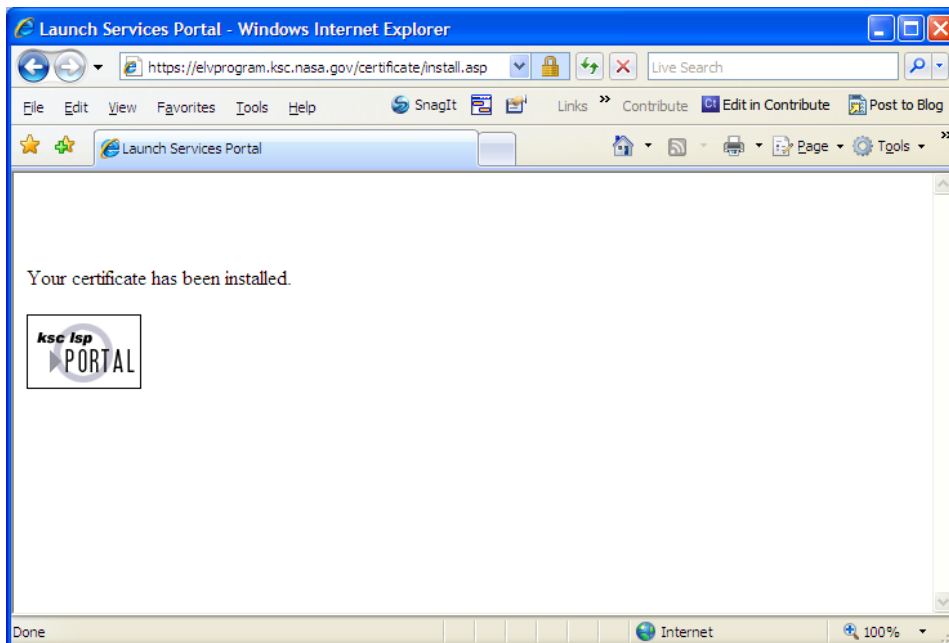
3. Click the **Launch Services Certificate** hyperlink in the Frequently Used Products area.



4. You will be prompted to install the certificate. Click the **Yes** button.



You will receive confirmation that the certificate has been installed.

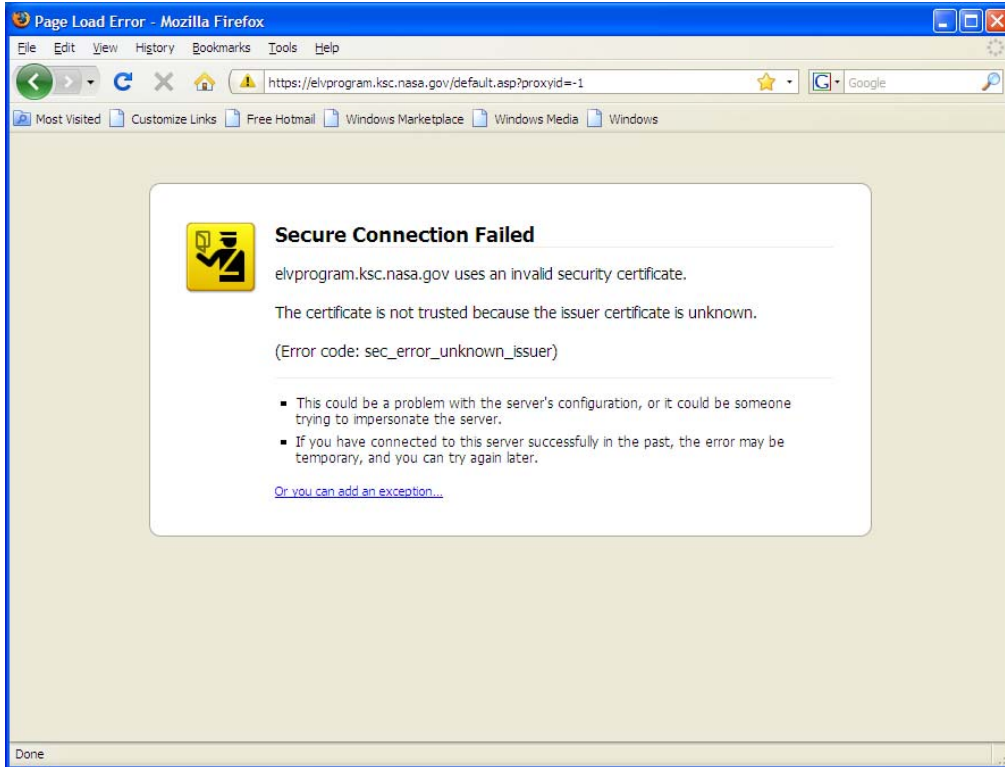


NOTE: ERBIS users will have to repeat steps 1 through 4 to validate the ERBIS security certificate when they access the ERBIS application.

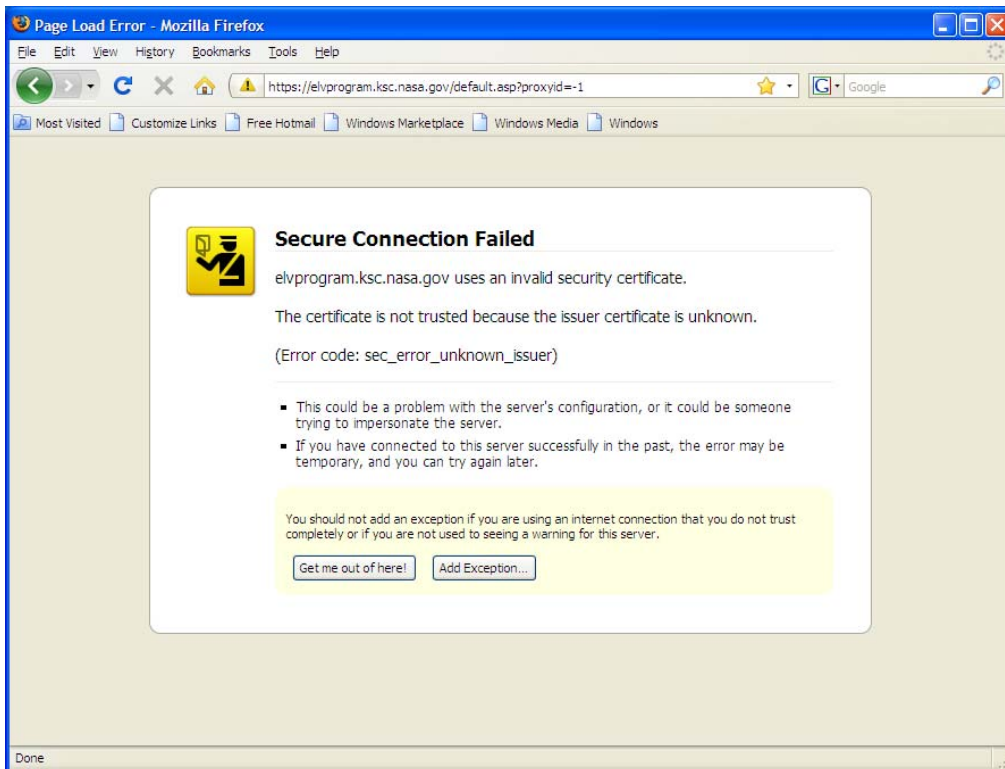
For further assistance, contact the ELVIS IT Help Desk: 321.867.8090

Firefox

1. Access the KSC LSP Portal website at <https://elvprogram.ksc.nasa.gov/>.

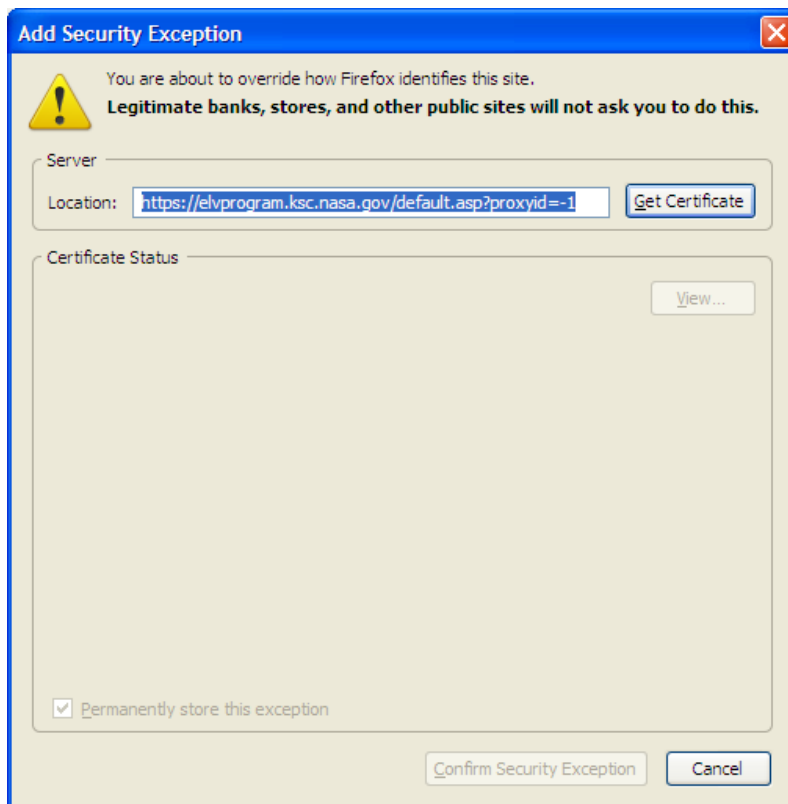


2. Click the **Or you can add an exception...** hyperlink.

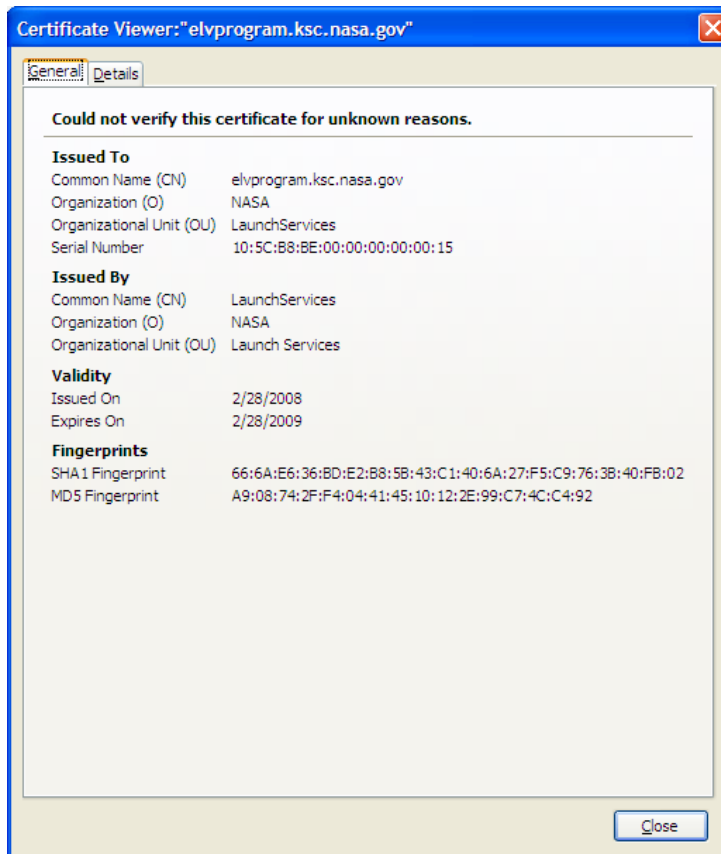


3. Click **Add Exception...**

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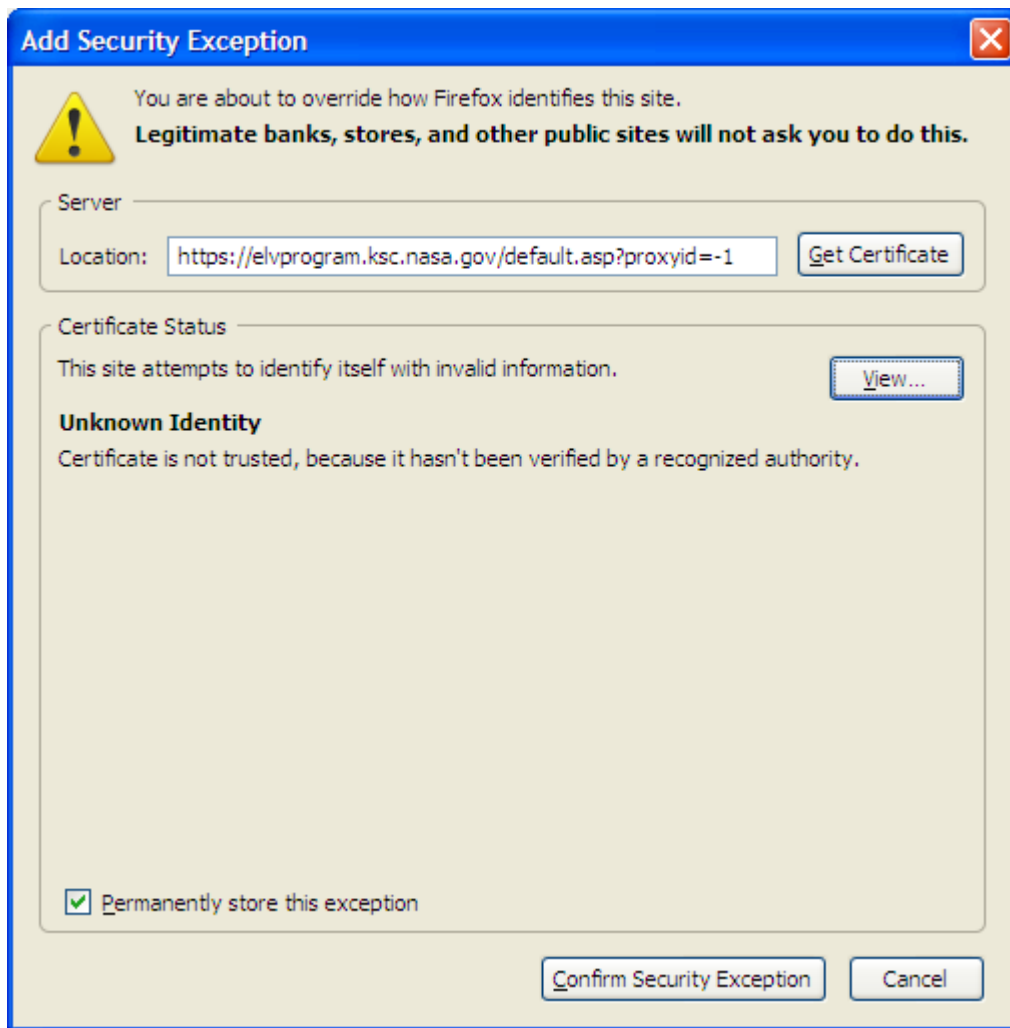


4. Click **Get Certificate**.
5. Click **View** to review the certificate details..



6. Click **Close**.

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7. Verify the **Permanently store this exception** checkbox is selected.
8. Click **Confirm Security Exception**. You will be redirected to the Portal.

NOTE: ERBIS users will have to repeat steps 1 through 8 to validate the ERBIS security certificate when they access the ERBIS application.
